

Chief Operating Officer



Appointment brief
June 2025



Welcome

Dear candidate,

Welcome to Bank Workers Charity. We hope the information you find in this pack will inspire you to apply to be our new Chief Operating Officer.

This is an exciting time to join Bank Workers Charity as a strategic, pragmatic and commercially minded leader.

As Chief Operating Officer, you'll be the deputy to the CEO, playing a key role in ensuring organisational effectiveness alongside other members of the leadership team. You'll lead a team of colleagues across the support functions of Finance, HR, Governance, IT, and Risk Management.

You'll be someone who values collaboration, working closely with me as CEO on a range of strategic projects. You'll be confident stepping in to lead the organisation in my absence. You'll be a 'can do', visionary leader with strong commercial acumen and the ability to lead on strategic finances and organisational culture. You'll be comfortable managing multiple relationships, including with the Board and external partners.

The role will be challenging and demanding – but hugely rewarding too.

Our charity has a staff team of 40 and annual service expenditure of £5.4m. We're embarking on a new three-year strategy, which will require me as CEO to spend more time developing senior relationships across the banking community. That's prompted a rethink of our senior structure – ensuring I can focus externally, confident that our operations are running smoothly and delivering day to day.

If you have the insight, experience and skills to deliver in this role – and you want to support a forward-thinking organisation that's committed to the wellbeing of bank workers – we want to hear from you.

Please don't hesitate to contact our retained consultant Anna Gardet at Prospectus for an informal conversation about the position.

We hope to meet you soon.

Jonathan Saverimuttu
Chief Executive

About us

We're Bank Workers Charity – the only UK charity dedicated to supporting the health and wellbeing of UK bank workers, past and present, and their families.

Each year, we help thousands of people facing financial difficulty, health challenges, caring responsibilities, domestic abuse and more.

Through advice, specialist referrals and financial assistance, we offer practical, personalised support to those who need it most.



Why now is a critical moment to join us

Demand for our services has never been higher – and the financial pressures on our organisation have grown.

That's why we've launched a new strategy focused on deepening our impact, building long-term resilience, and reaching those most in need.



It's an exciting time to join us as we evolve the way we work, grow new income streams, and strengthen our influence across the banking sector.

Strategy



Our 2025–28 strategy is built around three strategic priorities designed to maximise our impact and strengthen our long-term sustainability.

1. Values and mission-led

Over the next three years, we're embedding our renewed vision and mission across every area of our work:

- Our vision is for bank workers, past and present, and their dependants to be supported in times of need.
- Our mission is to provide guidance, practical support and financial assistance to help them overcome life's challenges.

We're also strengthening our approach to equity, diversity and inclusion (EDI) so that our services are accessible and responsive to all bank workers, and establishing new benchmarks to ensure we provide high-quality, effective support that meets the needs of bank workers and their families.

2. Client-focused and evidence-based

Understanding the evolving needs of bank workers is critical to ensuring our services remain relevant and effective. We will:

- Conduct regular impact assessments to measure the effectiveness of our services and use data to drive continuous improvement
- Undertake comprehensive service reviews, ensuring we allocate resources where they can have the greatest impact
- Strengthen our role as a thought leader in wellbeing, positively influencing how banks support employee wellbeing and giving bank workers the tools to build their own resilience

3. Building a resilient organisation

To sustain our impact and continue meeting the growing needs of our community, we will:

- Build our fundraising strategy, focusing on long-term financial sustainability while maintaining ethical fundraising
- Improve operational efficiency, streamlining our internal processes to maximise resources and reduce costs
- Strengthen governance and risk management, ensuring the organisation remains agile and adaptable in response to financial and external pressures

**This strategy keeps us focused on what matters:
Delivering meaningful support to those who need it most – now and in the future.**

Equity, diversity and inclusion



We're committed to making equity, diversity and inclusion a common thread through everything we do – from how we work as a team to how we support the banking community:

- We aim to be a welcoming, inclusive workplace for all
- We're working to ensure the diversity of our community is represented at every level of our organisation and able to fully participate in our work
- Our services are designed to reach our full community and respond to the wide range of needs within it
- We aim to visibly represent and celebrate that diversity across our work

We know this work is never finished. We strive to listen, reflect and keep improving – so everyone feels included, represented and supported.



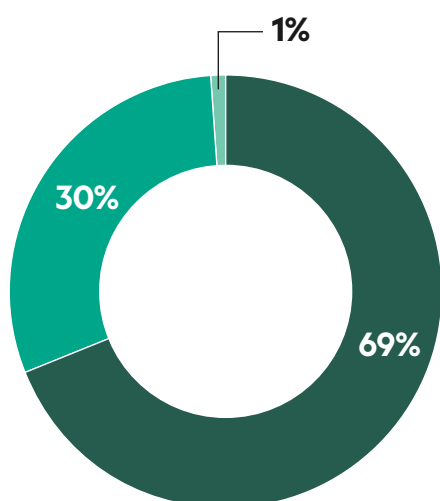
Finances



We rely on a mix of investment income and generous donations from our banking partners and wider community. In 2024–25, we raised £2.5 million, with over two-thirds coming from investment returns. The rest came from corporate donations, restricted funds and individual giving.

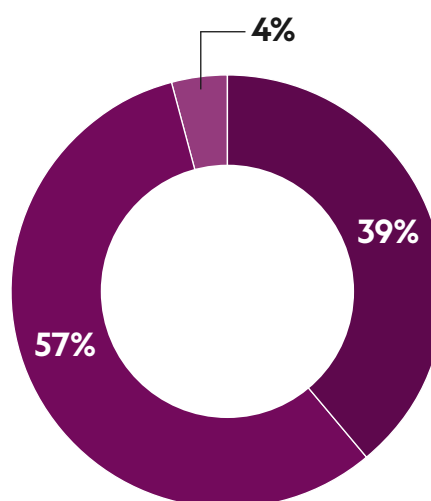
Our expenditure for the year was £5.5 million – with the majority spent on direct support for clients, from financial grants to referrals and casework. We’ve taken active steps to reduce costs and strengthen our long-term sustainability, including tightening grant criteria and moving to smaller premises. Our total reserves at the end of the year stood at £89.6 million.

Income



- Investments
- Corporate donations
- Other donations

Expenditure



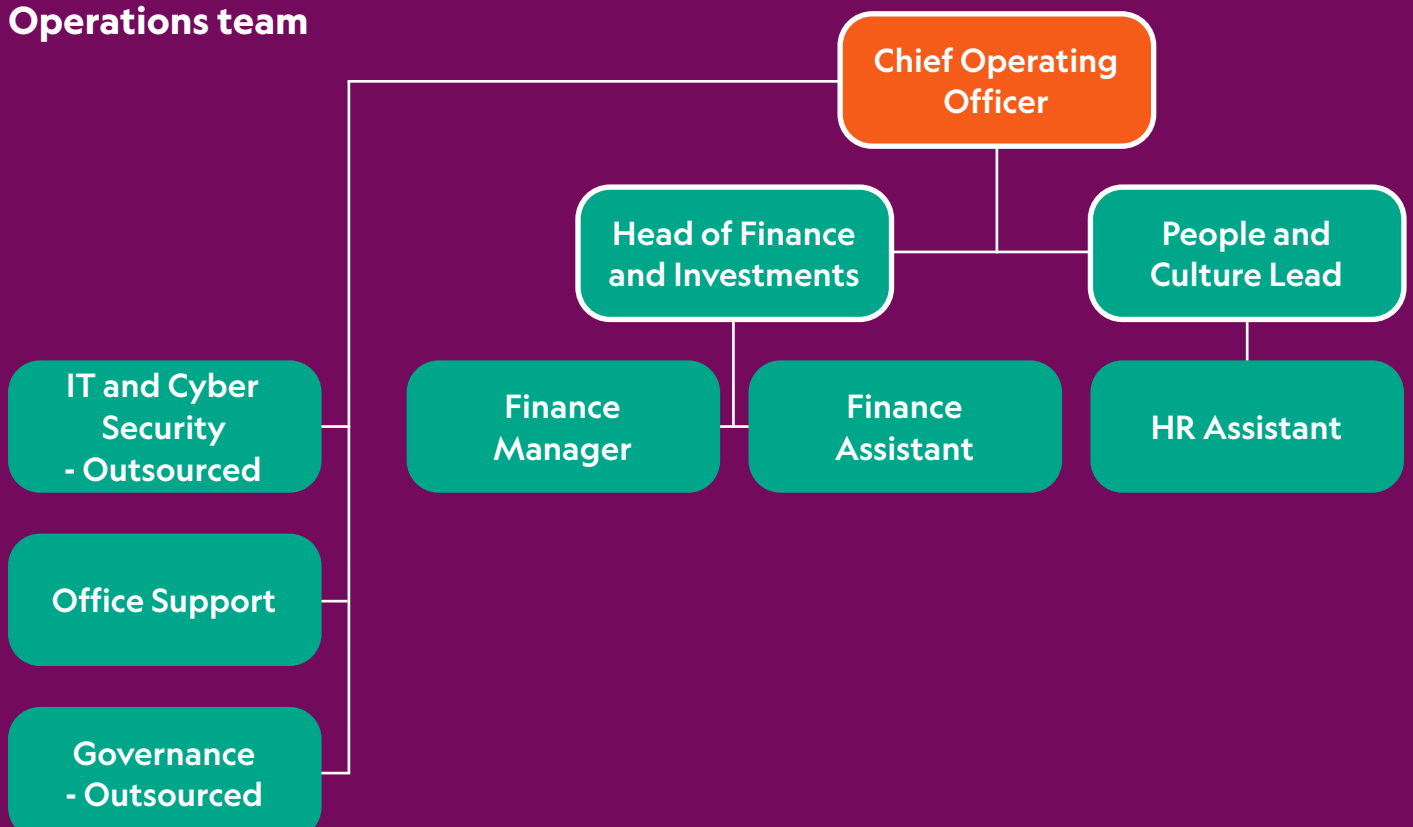
- Cash grants
- Service provision and casework
- Support costs



Organisation chart



Operations team



Role description

Job title:	Chief Operating Officer
Reporting to:	Chief Executive Officer
Responsible for:	Five people, including two department heads
Location:	Hybrid with typically three days a week in the London Office
Hours:	35 hours worked over five days
Salary:	Up to £90,000

We're seeking an inspirational leader with a blend of strategic leadership, operational management, and commercial expertise.

This role is a key leadership role within Bank Workers Charity (BWC). As such there is a requirement to be visible and accessible, fostering open communication, building a high-performance culture and strong relationships, and providing leadership across the organisation.

The role will oversee the operations and support functions of BWC, a well-established organisation with 40 people, investments of around £90M, and annual expenditure of more than £5M.

As Chief Operating Officer, you will work closely with the CEO, other senior leaders, and the board. In addition, this role will be required to deputise for the CEO.

Bank Workers Charity believes that diversity enriches our workplace and enhances our ability to innovate and excel. We encourage applications from candidates of all backgrounds, identities, and experiences to join us.

Purpose of the role

- Serve as a key member of the executive team, taking an active part in the leadership of the organisation, including in respect of commercial matters.
- Oversee all commercial/financial matters, in particular tight cost control, effective oversight of all expenditure, and financial planning and analysis.
- Create a high-performance working environment, where support functions are streamlined and are consequently highly effective, as well as straightforward for colleagues.
- Oversee all governance and compliance matters.

Role description

Primary outputs of the role

Joining Bank Workers Charity at the beginning of a new strategy, the Chief Operating Officer will be a key leader in the organisation:

- Ensure best value for money and commercial approach in all parts of the organisation.
- Lead day-to-day operations as evidenced by process improvements, operational KPI's and staff engagement.
- Inspire confidence from the board as evidenced by the submission of clear, concise and actionable board reports and significant contribution to strategic discussions or decisions supported by data-driven insights.
- Play a key role in organisational strategy and planning.

Tasks

Leadership and strategy development

- Manage, develop, and lead a team of high calibre professionals, ensuring high quality delivery of operations and support functions throughout the organisation.
- Support strategy development and tracking against our strategy and plans.

Commercial, finance and investments

- Embed a commercial approach in all activities across the organisation.
- Be responsible for the organisation's commercial strategy, ensuring strong

financial performance and operational efficiency.

- Oversee and where appropriate lead on financial management, including financial planning, budgeting, and analysis.
- Work with the Head of Finance and Investments on investment management.
- Accountable for financial information provided to key stakeholders, including the board.

People and culture

- Lead on the creation of a high-performance culture throughout the charity.
- Work with the People and Culture Lead to ensure the charity has the right mix of skills and aptitudes to be a healthy and successful organisation.
- Oversee and where appropriate lead on employee engagement and wellbeing.
- Accountable for compliance with employment legislation.

Governance, compliance, and risk

- Oversee all aspects of governance, including trustee meetings and related reporting, annual filings, and implementation of legislative and regulatory requirements.
- Accountable for compliance with charity governance code.
- Ensure governance matters are conducted efficiently and with trustee time in mind.

Role description

- Lead on risk management and maintain the risk management register.
- Lead on all legal and compliance matters, including acting as Data Protection Lead.
- Ensure compliance with relevant regulations, including compliance with health and safety legislation.

IT and cyber security

- Ensure that all IT is plug and play, and works first time, every time to enhance the operations of the charity.
- Lead the IT and data security strategy. Be alert to data security risks across the organisation, ensure these are mitigated and that good practice in information assurance is maintained including system resilience and cyber security.

Facilities management

- Manage all aspects of facilities, ensuring delivery of a conducive working environment.
- Deliver value for money in all aspects of facilities.

General:

- Undertake any other relevant responsibilities including special projects.



Person specification

Essential qualifications and training

- Degree level or relevant experience.

Desirable qualifications and training

- Business qualification.
- Accountancy qualification.

Essential experience

- A track record of strategic delivery, with a commercial approach.
- In-depth experience of financial planning, forecasting and analysis, cash flow management, and financial reporting, with the ability to interpret and leverage financial data to support strategic decision-making.
- Exceptional people leadership and management capabilities, with a broad repertoire of management styles.
- Demonstrable experience in working closely with stakeholders, including Trustees.
- Experience of managing governance processes.
- Comprehensive experience in analysing the technological needs of an organisation and embedding systems to meet these.
- Experience of strategy, leadership and organisational development.
- Experienced in working with external auditors.
- Experience of working at a senior level (or as a Trustee) in a not-for-profit organisation.

Desirable experience

- Fluency in external relations with regulators.

Essential knowledge and skills

- An understanding of the importance of culture in an organisation's performance, with the ability to enable and empower staff and clients.
- Comprehensive knowledge of all aspects of an organisation's operations, and strong proven ability to apply this in a commercial way, using financial and other metrics.
- Knowledge of HR management, including a working knowledge of employment law.
- Comprehensive understanding of the systems required for healthy governance structures in organisations, including regulatory requirements, risk management, security and health and safety.

Personal qualities and competencies

- Able to track and juggle multiple workstreams.
- Able to operate at strategic level, and to translate strategy into practical delivery.
- Solutions focused – addresses complex challenges and provides practical solutions.
- Collaborative, insightful and constructively challenging in interactions.
- A results driven, business oriented approach.

Person specification

- Strong, clear, reasoned and persuasive written communication.
- Evidence based approach to verbal and written communications.
- Leads from the front in challenging situations.
- Both empathetic and professional in approach.

There may be occasions when the post holder is required to work additional hours more than their normal hours of work as are reasonably necessary for the proper performance of their duties and to meet the needs of the business. If the post holder is required to work more than their normal contracted hours BWC will seek to ensure that they do not work an average of more than 48 hours in a working week.

This job description reflects the current scope of duties and responsibilities of the role. The post holder may be asked, and is expected, to undertake any other duties commensurate to the grade of the post. This job description will be reviewed on an annual basis as part of the performance management process and may be subject to amendment.

Benefits

- Salary sacrifice pension scheme with employer contribution of 8%, plus up to 3%, for matched contributions
- 30 days annual leave plus public holidays
- Life cover of 3 x salary
- The HEKA wellbeing platform, for which employees have a monthly allowance of £50 for wellbeing experiences or products.
- Health cash plan
- Cycle to work scheme
- Electric vehicle purchase scheme
- Season ticket loan
- A wellbeing half hour per week (can be accrued and rolled up, for up to 8 weeks)
- Volunteering time – 2 days per year
- Enhanced maternity pay
- Hybrid working – 3 days in the office, 2 days from home.



How to apply

To apply for the role, please upload your CV together with a supporting statement (of no more than 1000 words) onto the Prospectus website via the link below. For guidance on formulating your supporting statement, please review our guide [here](#).

Please ensure that you have included a telephone number, as well as any dates when you will not be available or might have difficulty with the recruitment timetable.

If you wish to apply using an alternative format please contact Prospectus on 020 7691 1920 or email: executive.admin@prospect-us.co.uk.

Applications via the Prospectus website should be made at:
<https://prospect-us.co.uk/job/191954>

At Prospectus we believe passionately that a truly inclusive workplace leads to increased social impact. We are committed to supporting our clients build more inclusive teams. To understand how we are performing, we ask that you kindly complete the brief equal opportunities questionnaire when you submit your application via our website. Please be assured that your responses are kept confidential, separate from your candidate record, are not part of any application you make, and that the consultants never see individual responses to the questionnaire.

Recruitment timetable

Deadline for applications:
Wednesday 16th July 2025

Interviews with Prospectus:
23rd – 30th July 2025

Engagement meeting with
Bank Workers Charity:
4th August 2025

Panel interviews with
Bank Workers Charity:
7th August 2025

Preferred candidate to meet Chair:
11th August 2025

Queries

If, having reviewed this information, you have any queries, please contact our retained advisor Anna Gardet with a copy of your CV:
anna.gardet@prospect-us.co.uk

Supporting the banking community past and present

Bank
Workers
Charity

NOW IT'S
YOUR TURN

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